



**REQUEST FOR PROPOSAL
ALARM PERMIT AND FALSE ALARM BILLING SERVICES
QUESTIONS AND ANSWERS**

RFP No. S13-015

Q&A No. 1

Date: December 5, 2013

Please note the clarification and/or additional information for the solicitation referenced above.

- 1. Q: Are the services currently contracted out or handled in-house?**

A: Services are currently handled in-house.
- 2. Q: Is the 12-month period used for tracking and assessing fees for false alarms the same as the 12-month permit period, or is it calculated on a 'rolling' 12-month period?**

A: The City prefers a rolling 12-month calculation.
- 3. Q: Do false alarm fees need to be invoiced at the point the maximum is exceeded or can they be invoiced at the next renewal?**

A: City prefers fees to be invoiced at the time they exceed the limit.
- 4. Q: Will the City maintain records of false alarms and post to the service provider for invoicing, or will the service provider need to track these on an ongoing basis for each account?**

A: The City seeks a turnkey service that will allow for the contractor to track said false alarms, however this is not necessary.
- 5. Q: Is the renewal date the application anniversary date for each permit holder and not prorated to calendar year?**

A: Yes. The renewal date is for the month of issuance. For example, a permit paid on 11/5/13 is valid through 11/30/14.
- 6. Q: The model for online registration at the sample link has a line for "Special Medical Concerns". Does the City require the ability to request and capture this information?**

A: No. This information is not necessary.
- 7. Q: Is online payment for invoices for false alarms and late fees required in addition to online payment for registrations and renewals?**

A: Yes.
- 8. Q: Can firms located outside of the United States submit a proposal?**

A: No. Part I #5.2 specifically requires respondents be located in the United States.
- 9. Q: Can firms perform tasks related to the RFP outside of the United States?**

A: No.

10. Q: Can proposals be submitted via e-mail?

A: No. Part IV requires that hard copies of the proposal be delivered to the City per the due date.



Approved by _____

Joy Simonton, Purchasing Agent

By the signatures affixed below, Addendum No. 1 is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED

Vendor

Authorized Signature

Date

RETURN ONE COPY SIGNED COPY OF THIS DOCUMENT TO THE PURCHASING OFFICE WITH YOUR SEALED PROPOSAL. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR RESPONSE FROM CONSIDERATION FOR AWARD.